

**A COMPOSITE MODEL
FOR
COORDINATED TRANSPORTATION**

Washington, Oregon, Florida, Pennsylvania, Tennessee, Texas

PROBLEM

People unable to transport themselves due to their age, income or disability are often unable to access employment, medical appointments, social engagements, or other basic necessities due to a lack of transportation.

Coordinated transportation programs in Washington, Oregon, Florida, Pennsylvania, Tennessee, and Texas strive to efficiently link transportation disadvantaged passengers with the most appropriate transportation carriers.

Transportation brokerage call centers are designed to provide this unique function. They provide a local, single point of contact for a multitude of passengers and their third party “payer” agencies. The brokerage achieves cost-effectiveness through coordinated ride sharing (where appropriate), resulting in fewer duplicated trips.

Unfortunately, categorical federal funding streams, regulations, and other barriers often discourages agencies from purchasing trips through a brokerage. Consequently, most states have found it difficult to quickly rally enough public and private agency stakeholders to reach a “critical mass” of passenger participation.

Significant cost savings cannot occur until this happens.

SOLUTION

A six (6) state consortium has been formed to share experiences and to seek ways to accelerate the development of coordinated transportation brokerage call centers.

The catalyst and starting point for the consortium is a “Composite Model” that combines what is known as the Pierce County Coordinated Transportation Coalition model in the state of Washington and the Special Transportation Services (STS) Call Center Model developed in Nashville, Tennessee.

Consortium members have agreed that most elements of the combined model have face-validity and are applicable to the goals of their respective programs.

The goal of the consortium is to parallel test this evolving “Composite Model” in representative programs of each state and make refinements. Mr. Jon Burkhardt of Westat has tentatively agreed to assist in the validation of final products and practices, including cost-effectiveness and replicability for other states.

The six-state consortium will seek joint research and development funding from public and private sources. It will also pursue funding to demonstrate potential affordability of brokering non-emergency transportation for Medicare recipients.